

Fiscal Year 2004 Statistical Complaint Data

Total Complaints	
Billing Issues	1895
Rates/Tariff Issues	246
Rules/Regulation Issues	1074
Service Quality Issues	1703
Other/Miscellaneous Issues	979
Quick Hit	98
Total	5995

Total Telephone Company Complaints for Reporting Period	
Billing Issues	885
Rates/Tariff Issues	172
Rules/Regulation Issues	142
Service Quality Issues	1006
Other/Miscellaneous Issues	147
Quick Hit	13
Total	2365

Total Gas Company Complaints for Reporting Period	
Billing Issues	444
Rates/Tariff Issues	30
Rules/Regulation Issues	426
Service Quality Issues	289
Other/Miscellaneous Issues	24
Quick Hit	12
Total	1225

Total Electric Company Complaints for Reporting Period	
Billing Issues	316
Rates/Tariff Issues	16
Rules/Regulation Issues	457
Service Quality Issues	262
Other/Miscellaneous Issues	49
Quick Hit	11
Total	1111

Total Water/Sewer Company Complaints for Reporting Period	
Billing Issues	887
Rates/Tariff Issues	7
Rules/Regulation Issues	35
Service Quality Issues	103
Other/Miscellaneous Issues	19
Quick Hit	9
Total	1060

Total Non-Jurisdictional Complaints for Reporting Period	
Billing Issues	98
Rates/Tariff Issues	19
Rules/Regulation Issues	8
Service Quality Issues	41
Other/Miscellaneous Issues	58
Quick Hit	10
Total	234

Inquiries (Quick Hits):	
Assit to Pay	97
Billing	2133
Calling Scopes	29
Cellular	87
Cooperative Utility	52
Internet	28
Municipal	87
Other Misc.	4203
Projected Gas Increase	27
Safety	42
Slamming	107
Taxes	27
Telemarketing	97
Total	7016

Complaints & Inquiries **13,011**

Consumer Inquiry: An issue PSC staff can resolve without contacting the utility company. Inquiries also incorporate EFIS Quick Hits which includes "referrals" to other information sources on matters which the Missouri PSC has no jurisdiction (cable television, Internet service providers, satellite dishes, cellular, etc.)

Complaint: An issue typically involving a utility billing, payment, service or safety issue that requires PSC staff to contact the utility company for mediation or resolution. It does not necessarily mean the utility has violated Commission rules and regulations or the company's tariff.

Quick Hit: An inquiry that can be resolved at the initial contact.